

**COUNTY OF LOS ANGELES
WORKFORCE DEVELOPMENT, AGING AND COMMUNITY SERVICES
REQUEST FOR PROPOSALS
SUPPORTIVE SERVICES PROGRAM SERVICES
AAA-SSP-1920 RFP
MARCH 15, 2019
ADDENDUM ONE**

In accordance with Subparagraph 4.4 (County's Right to Amend Request for Proposals) of the RFP, County has the unlimited right to amend this RFP by written addendum at any time before the required submission date. As such, this Addendum One is hereby issued for this RFP to address the following elements:

PART I (CHANGES TO THE RFP)

- A. RFP Subparagraph 1.1.2 is deleted in its entirety and replaced as follows:
- 1.1.2 Proposals will be accepted from qualified organizations who can provide any combination of SSP Services (which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry) within any portion of a Supervisorial District (i.e., Proposer is not required to provide SSP Services for a full Supervisorial District). Proposer may only submit a maximum of three (3) separate proposals, and shall identify the Services they will provide in the Supervisorial District in the proposal. In the event that Proposer submits more than three (3) proposals, all of the proposals shall be deemed as non-responsive and all of them will be rejected. County anticipates selecting approximately fifteen (15) proposals to award Subawards to successful Proposers who demonstrate that they are responsive, responsible, qualified, and have the capacity to provide Program Services under the requirements of the Subaward (Appendix A (Sample Subaward)). Specific requirements for this solicitation are outlined in this document.
- B. RFP Subparagraph 3.2.2 (Proposer's Data Universal Numbering System Number) is deleted in its entirety and replaced as follows:
- 3.2.2 Proposer's Data Universal Numbering System Number**
- 3.2.2.1 Proposer must have a Data Universal Numbering System (DUNS) Number in order to submit a proposal. Proposer shall provide this information when completing Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and

Community Business Enterprise Information). If Proposer does not have a DUNS number, please register for this number at: <http://www.dnb.com/duns-number.html>. Upon completion, Proposer shall provide documentation (e.g., print screen, confirmation, etc.) of its registration for the DUNS as an attachment to Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information).

C. RFP Subparagraph 3.2.6.1 is deleted in its entirety and replaced as follows:

3.2.6.1 Proposer shall provide a cost allocation plan narrative, which describes Proposer's method for allocating shared costs where such method adheres to the requirements outlined in the following: Appendix A (Sample Contract), Exhibit Q (Accounting, Administration and Reporting Requirements); and, Appendix P (Cost Allocation and Indirect Cost Requirements). This narrative must demonstrate Proposer's ability to allocate costs if followed.

D. RFP Subparagraph 7.9 (Proposal Format – Business Component) is deleted in its entirety and replaced as follows:

7.9 **Proposal Format – Business Component**

7.9.1 When preparing the proposal, the first component shall start with the Business Component. Follow the format described in this Subparagraph 7.9. The content and sequence of the Business Component shall be as follows:

- 7.9.1.1
- 7.9.1.2 Cover Page
- 7.9.1.3 Table of Contents
- 7.9.1.4 Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information)
- 7.9.1.5
- 7.9.1.6 Section B (Executive Summary)
- 7.9.1.7 Section C (Proposer's Qualifications)
- Section D (Proposer's Approach to Provide Required Services)
- Section E (Quality Control Plan)

Section F (Proposer's Green Initiatives)

Section G (Required Forms)

Cover Page

7.9.1.8 Identify this part of the proposal as the Business
7.9.1.9 Component and include the RFP title, RFP number,
and Proposer's name.

7.9.2

7.9.2.1 **Table of Contents**

7.9.3

7.9.3.1 The table of contents must be a comprehensive and sequential listing of the material included in the proposal. This listing must present a clear definition of the material, identified by sequential page numbers and by Section and Subsection reference numbers. Use one of the following methods when preparing the table of contents:

7.9.3.1.1 Method 1 (for Sections only): Section [Section letter] (Section title) Page [number] (e.g., Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information) Page 1).

7.9.3.1.2 Method 2 (for Sections with Subsections): Section [Section letter] (Section title), Subsection [Subsection letter] (Subsection title) Page [number] (e.g., Section C (Proposer's Qualifications), Subsection C.1 (Proposer's Background and Experience - References) Page 5).

7.9.4

7.9.4.1

Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information)

Proposer shall complete, sign, and date Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information) and

submit it along with its Authorization Warranty (as described in Subparagraph 7.9.4.2 (Authorization Warranty)) in Section A of the Business Component. By signing Exhibit 1, Authorized Representative warrants that he/she is authorized to sign on behalf of Proposer, has actual authority to bind Proposer to each and every term, condition, and obligation of this solicitation, bind Proposer in the Subaward (if awarded), and that all requirements have been fulfilled to provide such actual authority. County will review and verify/validate the information contained therein including (but not limited to) the elements noted in this Subparagraph 7.9.4.

Authorization Warranty

7.9.4.2

7.9.4.2.1

The Authorization Warranty shall take the form of a current, valid, adopted/approved resolution, order, motion, or letter (on Proposer organization’s official letterhead) from Proposer’s governing body (e.g., Board of Directors, City Council, etc.)).

7.9.4.2.2

Such Authorization Warranty shall minimally include: a reference to this RFP; authorize submission of the proposal on behalf of Proposer’s organization in response to this RFP; and, indicate the person(s) who is authorized to sign the proposal, bind Proposer to the Subaward (and any amendments or addendums thereto), if awarded, and approve and accept Subaward funds on behalf of Proposer’s organization.

7.9.4.2.3

County will review the Authorization Warranty that is provided with Exhibit 1. An Authorization Warranty that does not conform to the requirements noted above may subject the

proposal to rejection.

Debarment

7.9.4.3

Proposer shall not be debarred, or equivalent prohibition on doing business with Proposer, by any government agency within the last five (5) years.

7.9.4.3.1

Proposer does not have to provide a response to this Subparagraph 7.9.4.3. County will verify debarment history and/or other similar prohibitions. County may reject proposal based on the outcome of this verification.

7.9.4.3.2

DUNS Number

7.9.4.4

Proposer must have a Data Universal Numbering System (DUNS) Number in order to submit a proposal and Proposer shall provide this information when completing Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information). If Proposer does not have a DUNS number, please register for this number at: <http://www.dnb.com/duns-number.html>. Upon completion, Proposer shall provide documentation (e.g., print screen, confirmation, etc.) of its registration for the DUNS as an attachment to Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information).

7.9.4.4.1

County will verify Proposer's DUNS Number/DUNS Number registration information. If the information is not verifiable, County may reject the proposal.

7.9.4.4.2 **Experience**

7.9.4.5 Proposer shall have five (5) consecutive years of experience, obtained within the last seven (7) years (between 2011 – 2018), providing the specific SSP Services (identified as Service Categories, which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry Services) or services which are equivalent or substantially similar to these Program Services/Service Categories for which Proposer is applying, which are further outlined in Appendix B (Statement of Work).

7.9.4.5.1
7.9.4.5.2 Proposer does not have to provide a response to this Subparagraph 7.9.4.5. County will review Proposer's narrative response provided in Subparagraph 7.9.5 (Section B (Executive Summary – Experience and Qualifications)).
7.9.4.6 County may reject the proposal based on the responses noted therein.

7.9.4.6.1

Organizational Business Structure

Proposer shall provide the applicable required document(s), based on its business structure, in Section A of the Business Component. Proposer's organizational business structure (i.e., corporation, public/government entity, joint powers agency, etc.) must be supported by the document(s)

identified in this Subparagraph 7.9.4.6. For example, if Proposer's business structure is a public/government entity then Proposer shall provide the documents noted in Subparagraph 7.9.4.6.3.

7.9.4.6.2

Corporation: Proposer shall provide its California Business Entity Number on Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information). This information will be reviewed by County to validate organization's business structure.

7.9.4.6.3

Public/Government Entity (Political Subdivision of the State):

Proposer shall provide an abbreviated version of the entity's Charter or other record of similar import by an authorized public official of the jurisdiction under which the entity is organized. When providing the abbreviated Charter, such copy shall minimally include the cover page with entity's seal, and entity's name, governing/legal authority, and its nature and powers. Alternatively if the Charter is available online, provide the exact web address where it can be accessed electronically by County.

7.9.4.6.4

Joint Powers Agency: Proposer shall provide the notice of Joint Powers Agreement (a conformed copy of the most recent filing along with the joint powers agreement and any amendments thereto with the Secretary of State or equivalent office

for the state in which Proposer's organization is incorporated/organized) or other record of similar import by an authorized public official of the jurisdiction under which the entity is organized. Alternatively if this information is available online, provide the exact web address where it can be accessed electronically by County.

7.9.4.6.5 County will review Proposer's organizational support information/documents. County may reject the proposal based on the responses noted therein.

7.9.4.7 **Unresolved Disallowed Costs with County Contract(s)**

7.9.4.7.1 When Proposer's compliance with a County contract has been reviewed by the County of Los Angeles Auditor-Controller within the last ten (10) years, Proposer must not have unresolved disallowed costs identified by the County of Los Angeles Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department (WDACS), and remain unpaid for six (6) months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of County.

7.9.4.7.2

Proposer does not have to provide a response to this Subparagraph 7.9.4.7. County will verify Proposer's history of compliance in this area.

County may reject proposal based on the outcome of this verification.

Cost Allocation Plan

7.9.4.8

7.9.4.8.1

Proposer shall provide a cost allocation plan narrative, which describes Proposer's method for allocating shared costs where such method adheres to the requirements outlined in the following: Appendix A (Sample Contract), Exhibit Q (Accounting, Administration and Reporting Requirements); and, Appendix P (Cost Allocation and Indirect Cost Requirements). This narrative must demonstrate Proposer's ability to allocate costs if followed.

7.9.4.8.2

If Proposer is awarded a Subaward, Proposer's cost allocation plan narrative, which is submitted in response to this solicitation, shall be used as the basis for developing and implementing the final cost allocation plan as required under the Subaward.

7.9.4.8.3

Proposer shall submit the cost allocation plan narrative in Section A of the Business Component. Limit narrative response to one (1) page.

7.9.4.8.4

7.9.5

County will review Proposer's cost allocation plan narrative. County may reject the proposal based on the outcome of this review.

7.9.5.1

Section B (Executive Summary – Experience and Qualifications)

Proposer shall provide an executive summary, which condenses and highlights the contents of the proposal. This summary shall provide County with a broad understanding of Proposer's experience

and qualifications providing the specific SSP Services (identified as Service Categories, which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry Services) or services which are equivalent or substantially similar to these Program Services/Service Categories for which Proposer is applying, which are further outlined in Appendix B (Statement of Work). Limit narrative response to one (1) page. Proposer shall submit its response in Section B of the Business Component.

Section C (Proposer's Qualifications)

7.9.6

7.9.6.1

Proposer shall demonstrate that it has the experience to perform the required Program Services and Proposer shall include its responses for each of the following in Section C of the Business Component: Subsection C.1 (Proposer's Background and Experience - References), Subsection C.2 (Financial Capability), Subsection C.3 (Proposer's Pending or Threatening Litigation), and Subsection C.4 (Proposer's Judgment Action(s)).

7.9.6.2

Subsection C.1 (Proposer's Background and Experience - References)

7.9.6.2.1

Proposer shall provide three (3) references to substantiate its qualifications/experience by completing and submitting Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 2 (Proposer's References) in Subsection C.1 of the Business Component. These three (3) references must demonstrate that Proposer has provided the specific SSP Services (identified as Service Categories, which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry

Services) or services which are equivalent or substantially similar to these Program Services/Service Categories for which Proposer is applying. Each of the three (3) references shall be from separate contracts providing separate services. Proposer shall indicate a specific person County will contact as part of conducting the reference check. When providing information for any one (1) reference (i.e., organization, entity, firm, etc.), Proposer shall only use one (1) point of contact and one (1) contract for that reference. For example, when Proposer has one (1) contract with an entity, Proposer shall not utilize the same contract citing three (3) different contacts to meet the requirement for three (3) references. If Proposer has multiple contracts providing differing services with an entity, it may list separate contacts for each of the contracts. It is Proposer's sole responsibility to ensure that the reference's name and contact person's name, title, phone number, and e-mail address are accurate.

7.9.6.2.2

Proposer shall complete and submit Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 3 (Proposer's List of Contracts with Public Entities) in Subsection C.1 of the Business Component. Include all contracts with public/government entities for the past five (5) years (between 2013 – 2018).

7.9.6.2.3

Proposer shall complete and submit Appendix D (Required Forms and Documentation), Part I (Required

Forms), Exhibit 4 (Proposer's List of Expired and Terminated Contracts) in Subsection C.1 of the Business Component. Provide responses to each item on this form and such responses shall address the information being requested. List all contracts that have either expired or have been terminated within the past five (5) years (between 2013 – 2018).

7.9.6.2.4

The same references may be listed on Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 2 (Proposer's References) and Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 3 (Proposer's List of Contracts with Public Entities) if the reference falls within both categories.

7.9.6.2.5

County reserves the option to contact references by telephone, mail, or e-mail to ascertain Proposer's qualifications, accountability, and fitness. In the event that County elects to call the references, County will contact Proposer's references during normal business hours.

7.9.6.2.6

County may disqualify Proposer as non-responsive and/or non-responsible (i.e., proposal may be rejected) if any of the following occur: reference(s) fails to substantiate Proposer's description of the services it provided; reference(s) fails to support that Proposer has a continuing pattern of utilizing capable, productive, and skilled personnel; and, County is unable to reach the point of contact. County will make up to three (3) attempts to reach the

point of contact. It is Proposer's responsibility to inform the point of contact of County's normal business hours during which County will conduct reference checks and to provide such contact a general timeframe during which County may attempt to reach him/her. Proposer may estimate that timeframe based on the final proposal due date and time and the tentative date when the evaluations will be completed as noted in Subparagraph 7.3 (RFP Timetable). Proposer shall also inform its references that County may contact them by phone, mail, or e-mail and shall convey the importance of responding to County's request in the time and manner as designated by County.

7.9.6.3

Subsection C.2 (Financial Capability)

7.9.6.3.1

Proposer shall provide its organization-wide audited financial statements and/or single audit reports which shall reflect Proposer's most recent three (3) full Fiscal Years of financial activities for Fiscal Year 2014-15, Fiscal Year 2015-16, and Fiscal Year 2016-17. Proposer shall be financially capable of performing/providing Program Services under the requirements of Appendix A (Sample Subaward). County will conduct a financial capability evaluation using Proposer's organization-wide audited financial statements and/or single audit reports. These financial documents shall be prepared by an independent auditor and must provide an accurate, verifiable representation of the entire financial

position of Proposer's organization. The organization-wide audited financial statements and/or single audit reports shall minimally include the following:

- 7.9.6.3.1.1 Balance Sheet, Statement of Financial Position, or Statement of Net Assets, including all supporting schedules (i.e., Current Assets, Current Liabilities, Detailed Aged Payables, Aged Receivables, Notes Payable, etc.)
 - 7.9.6.3.1.2 Income Statement, Profit and Loss Statement, Statement of Operations, or Statement of Activities
 - 7.9.6.3.1.3 Statement of Cash Flow
 - 7.9.6.3.1.4 Independent Auditor's Opinion
 - 7.9.6.3.1.5 Any notes to the Statements
- 7.9.6.3.2

Proposer shall provide copies of financial audit reports from other County departments for Fiscal Year 2014-15, Fiscal Year 2015-16, and Fiscal Year 2016-17, including all corrective action plans and corresponding resolutions, if applicable. If such financial audit reports have not been issued from any County department, Proposer shall provide a statement indicating such action.

7.9.6.3.3

If Proposer is a subsidiary of another company then Proposer shall also provide audited financial statements and/or single audit reports for Fiscal Year 2014-15, Fiscal Year 2015-16, and Fiscal Year 2016-17 for the ultimate parent company as well as for Proposer. Provision of the parent company's financial information does not by itself satisfy the requirement for the provision of Proposer's financial information. In addition, the financial capability of the parent company cannot be substituted for Proposer's financial capability unless Proposer provides evidence that its parent company agrees to sign a parental guarantee; Proposer shall submit this evidence with its proposal. If Proposer is not a subsidiary of another company, Proposer shall provide a statement indicating such position.

7.9.6.3.4

Proposer shall submit its organization-wide audited financial statements and/or single audit reports, the financial audit report from other County departments (if applicable) or a statement as noted in Subparagraph 7.9.6.3.2, and financial statements from its parent company (if applicable) or a statement as noted in Subparagraph 7.9.6.3.3 as part of Subsection C.2 of the Business Component.

7.9.6.3.5

7.9.6.4

County will review the information provided. County may reject the proposal based on the outcome of this review.

Subsection C.3 (Proposer's Pending or Threatening Litigation)

7.9.6.4.1

Proposer shall provide a written statement indicating whether or not it has any pending or threatening litigation in which Proposer is and/or its principals are involved which have occurred within the past five (5) years (between 2013 – 2018). If Proposer does not have any such litigation, Proposer shall provide a written statement indicating that there is no such pending or threatening litigation involving Proposer and/or its principals within the past five (5) years (between 2013 – 2018). Proposer shall provide the written statement as part of Subsection C.3 of the Business Component.

7.9.6.4.2

In the event that Proposer indicates that it has a pending or threatening litigation, Proposer shall provide the following information: name of the action, case number, brief summary of the case, court jurisdiction, and the size and scope of the action.

7.9.6.4.3

Notations such as “not applicable” or “n/a” are not a valid response and will be deemed as “non-responsive”. County may reject/disqualify the proposal when such a determination is made.

7.9.6.5

7.9.6.5.1

Subsection C.4 (Proposer’s Judgment Action(s))

Proposer shall provide a written statement indicating whether or not it has any judgment action(s) against Proposer and/or its principals which have occurred within the past five (5) years (between 2013 – 2018). If Proposer does not have any such judgment actions, Proposer shall

provide a written statement indicating that there are no such judgment actions against Proposer and/or its principals within the past five (5) years (between 2013 – 2018). Proposer shall provide the written statement as part of Subsection C.4 of the Business Component.

In the event that Proposer indicates that it has a judgment action(s), Proposer shall provide the following information: name of the action, case number, brief summary of the case, court jurisdiction, and the size and scope of the action.

7.9.6.5.2

Notations such as “not applicable” or “n/a” are not a valid response and will be deemed as “non-responsive”. County may reject/disqualify the proposal when such a determination is made.

7.9.6.5.3

7.9.7

Section D (Proposer’s Approach to Provide Required Services)

7.9.7.1

Subsection D.1 (Service Delivery Coverage)

Proposer shall provide a list identifying every zip code that Proposer will serve within the Supervisorial District. Proposer shall provide its response in Subsection D.1 of the Business Component.

7.9.7.2

7.9.7.2.1

Subsection D.2 (Proposer’s Objectives Compared to RFP Objectives – Case Management)

Proposer shall detail its plan to provide Case Management Services and its plan to evaluate/gage the effectiveness of Case Management Services. Proposer shall provide

copies of a minimum of ten (10) customer satisfaction surveys for Fiscal Year 2018-19.

7.9.7.2.2

Proposer shall provide its narrative response and customer satisfaction surveys in Subsection D.2 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate "Not Applicable" for this Subsection D.2 of the Business Component.

Subsection D.3 (Proposer's Objectives Compared to RFP Objectives – Homemaker)

7.9.7.3

7.9.7.3.1

Proposer shall detail its plan to provide Homemaker Services and its plan to evaluate/gage the effectiveness of Homemaker Services. Proposer shall provide copies of a minimum of ten (10) customer satisfaction surveys for Fiscal Year 2018-19.

7.9.7.3.2

Proposer shall provide its narrative response and customer satisfaction surveys in Subsection D.3 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate "Not Applicable" for this Subsection D.3 of the Business Component.

7.9.7.4

7.9.7.4.1

Subsection D.4 (Proposer's Objectives Compared to RFP Objectives – Personal Care)

Proposer shall detail its plan to provide Personal Care Services and

its plan to evaluate/gage the effectiveness of Personal Care Services. Proposer shall provide copies of a minimum of ten (10) customer satisfaction surveys for Fiscal Year 2018-19.

7.9.7.4.2

Proposer shall provide its narrative response and customer satisfaction surveys in Subsection D.4 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate "Not Applicable" for this Subsection D.4 of the Business Component.

7.9.7.5

Subsection D.5 (Proposer's Objectives Compared to RFP Objectives – Respite Care)

7.9.7.5.1

Proposer shall detail its plan to provide Respite Care Services and its plan to evaluate/gage the effectiveness of Respite Care Services. Proposer shall provide copies of a minimum of ten (10) customer satisfaction surveys for Fiscal Year 2018-19.

7.9.7.5.2

Proposer shall provide its narrative response and customer satisfaction surveys in Subsection D.5 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate "Not Applicable" for this Subsection D.5 of the Business Component.

7.9.7.6

Subsection D.6 (Proposer's Objectives Compared to RFP Objectives – Alzheimer's Day)

Care Services)

7.9.7.6.1 Proposer shall detail its plan to provide Alzheimer's Day Care Services and its plan to evaluate/gage the effectiveness of Alzheimer's Day Care Services, which may include incorporating best practices. Proposer shall provide copies of customer satisfaction surveys from family members for Fiscal Year 2018-19.

7.9.7.6.2 Proposer shall provide its narrative response and customer satisfaction surveys in Subsection D.6 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate "Not Applicable" for this Subsection D.6 of the Business Component.

7.9.7.7

Subsection D.7 (Proposer's Objectives Compared to RFP Objectives – Registry)

7.9.7.7.1

Proposer shall detail its plan to provide Registry Services, which shall address all of the following: 1) method/process for recruiting, screening (including finger printing, background checks, etc.), and maintaining a registry listing; 2) method/process for matching Client with a registry worker, assisting Client in selecting a registry worker, and follow-up actions once selection is made; 3) frequency of follow-up, including a list of vendors and the years of experience for each of the vendors; and, 3) criteria used to determine a successful match, which

shall be substantiated with written testimonials from a minimum of ten (10) Clients along with their contact information.

7.9.7.7.2

Proposer shall provide its narrative response and Client testimonials in Subsection D.7 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate "Not Applicable" for this Subsection D.7 of the Business Component.

Subsection D.8 (Target Population)

7.9.7.8

7.9.7.8.1

Proposer shall describe the target population by addressing all of the following: 1) population demographics (i.e., individuals with greatest economic and social needs, ethnic minorities, LGBT individuals, homeless, isolated, frail, those living in rural areas within the Supervisorial District, etc.); 2) statistical data on the target population within the Supervisorial District (where such information shall align with the information reported on Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP)) for each of the Service Categories for which Proposer is applying; and, 3) method for outreach to new potential Clients that will ensure that existing Clients continue to live independently within their communities.

7.9.7.8.2

Proposer shall provide its response in

Subsection D.8 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

Subsection D.9 (Collaboration and Outreach)

7.9.7.9

7.9.7.9.1

Proposer shall describe its efforts to reach the target population (where the target population includes older adults with the greatest economic and social needs, ethnic minorities, LGBT individuals, homeless, and individuals living in rural areas) by addressing the following: 1) strategies and methods (including pre-planned outreach events, Information Services Activities, and comprehensive collaboration efforts) to refer Clients and their Caregivers, if applicable, to and from other agencies; 2) plan to connect with new potential Clients to encourage use of SSP Services; 3) evaluation plan that will gauge the effectiveness of collaboration and outreach, with a success criteria of increasing new SSP Clients and providing a comprehensive service delivery system; 4) challenges of outreaching to Older Adults with barriers to using SSP Services; 5) plan to address those challenges and to ease barriers to using SSP Services experienced by Older Adults while providing outreach contacts; 6) best practices; 7) the number of new Clients Proposer plans to serve in during the Fiscal Year (including any Subaward term renewal options exercised by County); 8) documentation of events (i.e. calendar, locations, communities, name of the topics); and, 9) the

number of potential SSP Clients outreached, and success rate in enrolling these potential Clients into SSP.

Proposer shall provide its response in Subsection D.9 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.7.9.2

Subsection D.10 (Client Services)

7.9.7.10

7.9.7.10.1

Proposer shall describe its plan for Client Services by addressing all of the following: 1) method of determining Client eligibility; 2) procedure(s) that will be followed if an individual is not eligible for Services; 3) plan to enable Clients to voluntarily contribute to the cost of the Program; and, 4) mechanism(s) Proposer plans to have in place to ensure that the privacy and confidentiality of each Client is protected whether Client chooses to make a contribution or not.

7.9.7.10.2

Proposer shall provide its response in Subsection D.10 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.7.11

7.9.7.11.1

Subsection D.11 (Past Experience)

Proposer shall describe its past experience by addressing all of the following: 1) list of partner agencies, sites, MOUs, proof of collaborations (including any of County's Family Caregiver Support Services subrecipients), news articles, etc.; 2)

a chart detailing Proposer's performances during the last five (5) Fiscal Years for each of the proposed Service Categories (separated by Fiscal Year) where such chart includes the number of Clients served during each Fiscal Year, the number and/or percentage of "Priority of Service" Clients that were served; and, 3) the outcomes achieved as a result of the Services provided to Clients.

7.9.7.11.2

Proposer shall provide a minimum of twenty-five (25) written testimonials from current Clients along with each such Client's contact information (which shall minimally include Client's first and last name, and his/her daytime phone number). County reserves the right to contact each Client to attest to Proposer's service delivery. County will use this information to substantiate the outcomes of the service(s) provided to Clients.

7.9.7.11.3

Proposer shall provide its narrative response and Client testimonials in Subsection D.11 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.7.12

7.9.7.12.1

Subsection D.12 (Commencement of Program Services)

Proposer shall describe its plan to deliver the proposed Services commencing on July 1, 2019. If Proposer will be contracting with a Lower Tier Subrecipient to provide any Service Category, Proposer shall

provide a draft copy of the potential Lower Tier Subaward or a previously executed Lower Tier Subaward.

7.9.7.12.2 Proposer shall provide its narrative response and Lower Tier Subaward(s) (if applicable) in Subsection D.12 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

Subsection D.13 (Facilities, Equipment and Material Resources)

7.9.7.13 Proposer shall describe all of the following: 1) Proposer's facilities, equipment, and material resources (e.g., computers, handouts, flyers, etc.) which Proposer plans to utilize to provide SSP Services; and, 2) how the facilities, equipment, and material resources will assist Proposer in meeting SSP requirements.

7.9.7.13.1
7.9.7.13.2 Proposer shall provide its response in Subsection D.13 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.8

7.9.8.1

Section E (Quality Control Plan)

7.9.8.2 Proposer shall provide a comprehensive description of Proposer's Quality Control Plan to be utilized by Proposer as a self-monitoring tool, which will ensure that all of the requirements of the Program Services are met, including those requirements specified in Appendix A (Sample Subaward).

Proposer may provide a copy of its Quality Control Plan as an attachment to the proposal; however,

attaching the Quality Control Plan shall not take the place of providing the description of the Quality Control Plan as required by this Section.

At a minimum, Proposer shall include and address the following factors in Proposer's description of its Quality Control Plan:

- 7.9.8.3 Activities to be monitored to ensure compliance with those requirements listed in Appendix C (Statement of Work Exhibits), Attachment 1 (Performance Requirements Summary Chart).
- 7.9.8.3.1
- 7.9.8.3.2 Monitoring methods to be used, documentation methods of all monitoring results (including any corrective action taken) and the frequency of monitoring.
- 7.9.8.3.3 Samples of forms to be used in monitoring.
- 7.9.8.3.4 Title/level and qualifications of personnel performing monitoring functions.

7.9.8.4

Proposer shall provide the narrative description and documentation (if applicable) in Section E of the Business Component. Limit narrative response to two (2) pages.

7.9.9

7.9.9.1

Section F (Proposer's Green Initiatives)

Proposer shall describe its plan to comply with the green requirements described in Appendix B (Statement of Work), Section 11.0 (Green Initiatives). Describe Proposer's current environmental policies and practices and those proposed to be implemented during the term of the Subaward. Proposer shall provide these narrative descriptions in Section F of the Business Component. Limit narrative response to one (1) page.

Section G (Required Forms and Documentation)

- 7.9.10 Proposer shall complete the Appendix D (Required Forms and Documentation), Part I (Required Forms) forms listed in Subparagraph 7.9.10.3 by providing responses to each item on these forms and such responses shall address the information being requested. When any requested information does not apply, Proposer shall respond to that item by indicating “Not Applicable” as its response. Proposer shall not leave any item blank/unanswered.
- 7.9.10.1
- 7.9.10.2 In the event that Proposer’s response to the information requested on these forms indicates non-compliance with County’s requirements, the proposal may be disqualified for non-responsiveness and rejected at County’s sole discretion. For example, if Proposer’s response to any of the items noted on the certification in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 8 (Proposer’s Equal Employment Opportunity Certification) is “No” then County may deem the proposal to be non-responsive and it may be rejected.
- 7.9.10.3 Proposer shall submit all of the following completed forms in Section G of the Business Component in the order listed below:
- 7.9.10.3.1
- 7.9.10.3.2 Exhibit 5 (Certification of No Conflict of Interest)
- 7.9.10.3.3 Exhibit 6 (Familiarity with County’s Lobbyist Ordinance Certification)
- 7.9.10.3.4 Exhibit 7 (Request for Preference Program Consideration)
- 7.9.10.3.5 Exhibit 8 (Proposer’s Equal Employment Opportunity Certification)
- Exhibit 9 (Attestation of Willingness to Consider GAIN/GROW Participants)

- 7.9.10.3.6 Exhibit 10 (County of Los Angeles Contractor Employee Jury Service Program Certification and Application for Exception)
- 7.9.10.3.6 Exhibit 11 (Charitable Contributions Certification)
- 7.9.10.3.7 Exhibit 12 (Certification of Compliance with County’s Defaulted Property Tax Reduction Program)
- 7.9.10.3.8 Exhibit 13 (Compliance with County’s Zero Tolerance Human Trafficking Policy)
- 7.9.10.3.9 Exhibit 14 (Compliance with Fair Chance Employment Hiring Practices Certification)
- 7.9.10.3.10 Exhibit 15 (Proposed List of Lower Tier Subawards)
- 7.9.10.3.11 Exhibit 16 (Compliance with Data Encryption Requirements)
- 7.9.10.3.12 Exhibit 17 (California Civil Rights Laws Certification)
- 7.9.10.3.13
- 7.9.10.3.14
- 7.9.10.4 Proposer’s organizational documents as listed in Appendix D (Required Forms and Documentation), Part II (Required Documentation). Unless otherwise specified, these documents shall be current as of the final proposal due date and time. For each document, place a tabbed sheet in front of it to identify the document.

Missing and/or incomplete forms and/or organizational documents may subject the proposal to disqualification at County’s sole determination.

- E. RFP Subparagraph 7.10 (Proposal Format – Cost Component) is deleted in its entirety and replaced as follows:

Proposal Format – Cost Component

The content and sequence of the Cost Component must be as follows:

7.10		Cover Page
7.10.1		Table of Contents
7.10.1.1		Section A (Proposed Program Services)
7.10.1.2		Section B (Proposed Budget)
7.10.1.3		Section C (Budget Narrative)
7.10.1.4		
7.10.1.5	Cover Page	
7.10.2		Identify this part of the proposal as the Cost Component and include the RFP title, RFP number, and Proposer's name.
7.10.2.1		
7.10.3	Table of Contents	
7.10.3.1		The table of contents must be a comprehensive and sequential listing of the material included in the proposal. This listing must present a clear definition of the material, identified by sequential page numbers and by Section and Subsection reference numbers. Use one of the following methods when preparing the table of contents:
7.10.3.1.1		Method 1 (for Sections only): Section [Section letter] (Section title) Page [number] (e.g., Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information) Page 1).
7.10.3.1.2		Method 2 (for Sections with Subsections): Section [Section letter] (Section title), Subsection [Subsection letter] (Subsection title) Page [number] (e.g., Section C (Proposer's Qualifications),

Subsection C.1 (Proposer's Background and Experience - References) Page 5).

Section A (Proposed Program Services)

Proposer shall complete and submit the following forms in Section A of the Cost Component:

- 7.10.4
 - 7.10.4.1
 - 7.10.4.1.1 Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 18 (Certification of Independent Price Determination and Acknowledgement of Request for Proposals Restrictions)
 - 7.10.4.1.2 Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP)
 - 7.10.4.2 Proposer shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP) as follows:
 - 7.10.4.2.1 Specify the proposed unit rate(s), units of services, and number of unduplicated Clients.
 - 7.10.4.2.2
 - 7.10.4.2.3 The proposed rate(s) shall reflect Proposer's anticipated operating costs to provide Program Services for the Fiscal Year as reflected on this form.
 - 7.10.4.2.4 The Services reported on this form shall represent Proposer's agreement to perform the Program Services identified therein.
- Accurately complete the form by adhering to the requirements outlined therein in addition to the requirements outlined in Appendix A (Sample

Subaward).

7.10.4.2.5 The total MASS and PF by Supervisorial District, which are reported on the form shall match the MASS and PF by Supervisorial District reported on Appendix D ((Required Forms and Documentation), Part I (Required Forms), Exhibit 19 (Proposed Budget for SSP Services).

Section B (Proposed Budget)

7.10.5 Proposer shall complete and submit the following forms in Section B of the Cost Component:

7.10.5.1 Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 19 (Proposed Budget for SSP Services)

7.10.5.1.1

7.10.5.2 Proposer shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 19 (Proposed Budget for SSP Services) as follows:

7.10.5.2.1 Budget shall reflect Proposer's anticipated costs and funding needed to provide these Program Services for a Supervisorial District.

7.10.5.2.2

7.10.5.2.3 Accurately complete the form by adhering to the requirements outlined therein in addition to the requirements outlined in Appendix A (Sample Subaward).

The total MASS and PF by Supervisorial District, which are reported on the form shall match the MASS and PF by Supervisorial District reported on Appendix D ((Required Forms and Documentation), Part I (Required

Forms), Exhibit 20 (Proposed Program Services for SSP).

The minimum required match contribution of fifteen percent (15%) must be met. All mandatory staffing positions shall be reflected.

Section C (Budget Narrative)

7.10.6 Proposer shall provide a written narrative explaining the reasonableness and necessity of each item of cost that is included in the completed Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 19 (Proposed Budget for SSP Services) form (refer to Subparagraph 7.10.5 (Section B (Proposed Budget) for the requirements on completing the budget). Proposer shall submit its response in Section C of the Cost Component. Limit narrative response to two (2) pages.

F. Appendix A (Sample Subaward), Subparagraph 3.8 is deleted in its entirety and replaced as follows:

3.8 County will monitor Subrecipient's performance on a quarterly basis to ensure that Subrecipient is meeting County's planned and budgeted Service unit requirements for Subrecipient in accordance with Exhibit X (Mandated Program Services). As such, County reserves the right to increase or decrease Subrecipient's future Services unit requirements and the Maximum Subaward Sum associated with those Services and reallocate these to other Program Subrecipients when Service levels indicate that Subrecipient will not meet County's planned Service unit goals. Further, the Maximum Subaward Sum and the Services associated with those funds may also be reduced from Subrecipient's allocation and reallocated to other Program Subrecipients that are performing and/or expending at a higher level and qualify for increases if Subrecipient fails to provide at least ninety-five percent (95%) of the Services and/or expend at least ninety-five percent (95%) of the Maximum Subaward Sum.

PART II (ATTACHMENTS TO ADDENDUM ONE) – NOT APPLICABLE

Note:

The written question and answer period for this solicitation has ended; however, potential Proposers who attend the Mandatory Proposers' Conference (Conference) will have an opportunity to ask questions during this Conference as indicated in Subparagraph 7.5 (Proposer's Questions) of the RFP. All written questions that were received by the due date and time noted in Subparagraph 7.3 (RFP Timetable) of the RFP and those questions which are asked during the Conference, along with the corresponding answers to these questions, will be compiled into a final question and answer document (Q & A) as prescribed in Subparagraph 7.5 (Proposer's Questions) of the RFP. The Q & A document will be released as a separate Addendum.